

Underground News

madison wastewater treatment plant

By: Michael McGlothlin, Madison Waste Water Plant

The end of 2014 is an exciting time for the Lake County Department of Utilities. It marks the completion of a much needed expansion of the Madison Wastewater Treatment Plant.

The Madison Sewer District No 1 was created in 1922, with the first plant completed in 1924. The plant was expanded in 1958. Because of new technology and environmental regulations, a new plant was constructed in the 1970's and upgraded again in 1997. With this newest expansion, plant capacity will increase from 3MGD (million gallons per day) to 5 MGD with a peak hourly flow of 15 MGD. Currently, the plant services approximately 5,000 homes and businesses in the communities of Perry Village, North Perry Village, Perry Township and Madison Township. The new expansion has equipped the plant with a new 1,500 KW, 480 volt generator that will carry the entire electrical load of the plant in the

event of a power failure. Additionally, new state of the art equipment has been added to make sure we are operating efficiently and with the latest technology available.

This is a 24/7 operation that requires staff on site at all times. The plant is staffed with two operators, two maintenance personnel, a lab technician and two supervisors on day shift during the week. Second and third shifts are staffed with one operator during the week. On weekends, there is one operator on each shift. When the expansion is complete, this facility will require an Ohio EPA Class IV certification to operate.

The water returned to Lake Erie from our wastewater treatment plant is thoroughly tested; it is clean water with discharge levels of pollutants lower than current NPDES permit limits.

This expansion is another example of the continued commitment of the LCDU to safeguard

our environment and provide quality service to our customers in Lake County.



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respect

By: Rick Martin, Main Office

Respect is perhaps one of the most frequently discussed concepts in business and in life; yet, far too often it is not consistently implemented. Some of our earliest lessons as children, such as "treat others as you would want to be treated," or "think before you speak," are often time forgotten as we become busy with our daily routines. Nevertheless, these basic principles have merit, and ultimately allow us to enhance our ability to recognize and value the differences and qualities of those around us. Respect for co-workers and their roles in the workplace encourages a positive work atmosphere. It also fosters collaboration, synergy and cooperation, which are essential ingredients for creating a workforce that values productivity, performance, and the quality of its products and services. Treat others with the dignity they deserve as human beings, manage your reactions, adopt a positive response, create meaningful relationships, appreciate others and the work they perform, demonstrate sensitivity and emotional awareness, and foster an expression of ideas. When a culture of respect is consistently implemented, the results will surely create a profound and lasting impact.

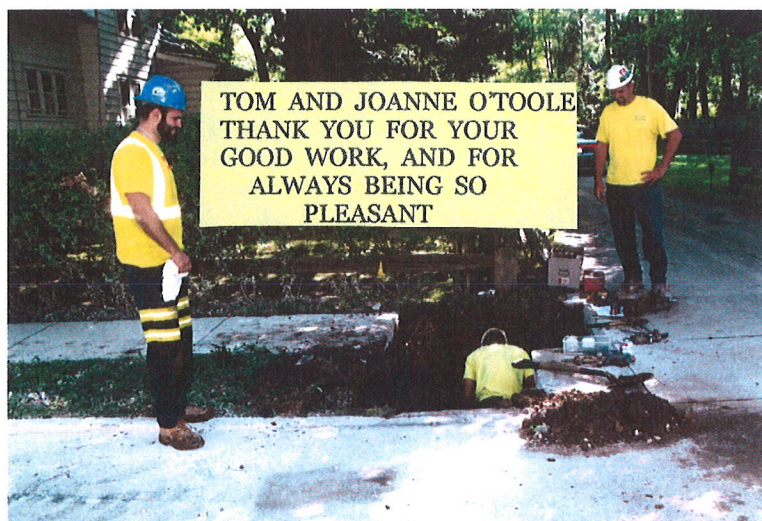
it's all about the customer

By: Matt Armand, Main Office

According to *Customers 2020*—an insightful and thought-provoking study designed to reveal the customer experience industry of the future—by the year 2020, the customer experience will overtake price and product as the key brand differentiator. Customer excellence has always been, and will always be, one of the most critical advantages for the success of any organization or business; and, nothing feels better than to be recognized for doing outstanding work. Sadly, in many utility industries, customer feedback often ranges anywhere from awful to average, at best.

The Lake County Department of Utilities, however, has always strived to deliver superior customer service. Regardless of division or department, this core value is an integral part of our mission. As a result, surveys show that 87% of customers rank our service as “excellent” and 12% as “good.”

These statistics are well-illustrated in a recent project LCDU performed. From August through October of this year, as an infrastructure improvement initiative to increase water flow, our department abandoned a 6” water main on Wood St., and in the process transferred roughly 40 services to a new 12” main. “This was one of many preventative maintenance projects we’ve completed over the past few years, and it will certainly improve water flow to the residents of Wood St., and ultimately better serve them,” said Jim Berg, Distribution Maintenance Superintendent. Shortly after the project was complete, LCDU received a letter from Mr. & Mrs. O’Toole, residents of Wood St.. Included in the envelope were various photos they took of our crew in action, along with a note stating, “Tom and Joanne O’Toole thank you for your good work, and for always being pleasant.”



Photos and a note mailed in from Mr. & Mrs. O’Toole. From left to right: Drew Siepka, Matt Sutch (in pit), and Bill McGonnell

Mrs. O’Toole said the service was award-winning, and that “the guys were absolutely phenomenal; they explained what was going on, they were polite and friendly, and it was the perfect interaction.”

It’s been shown that being attentive to customers and giving them more than they expect leads to creating an outstanding customer experience. Building good relationships with customers and affiliates, and promoting a positive, helpful and friendly environment separates the *good* from the *great*—taking the extra step makes all the difference. LCDU is fulfilling this mission every day and in every way; and, the credit goes to the consciousness representatives of our department who create an excellent customer experience. So, to **EVERYONE** who performs their jobs with diligence, courtesy and professionalism—THANK YOU, and keep up the great work!

stay safe & warm during winter

By: Steve Klemm, Main Office



Drive Safely in the Snow – Driving in the winter means changes in the way you drive. Snow, sleet and ice lead to hazardous road conditions. Prepare your vehicle for the upcoming winter session.

Avoid Strain while Shoveling – Shoveling snow is a major winter activity in many parts of the US. Take precautions using proper form and taking breaks to help prevent unnecessary pain and suffering (i.e. back problems, heart attacks).

Treat Frostbite Immediately – Use first aid or call to help someone who may have hypothermia or frostbite.

Prevent Carbon Monoxide Poisoning – Carbon monoxide (CO) detectors save lives, but less than one-third of American homes have one installed. Follow these tips: Replace the battery for your home's CO detector each spring and fall. Do not heat your home with a gas range or oven. Never run a car or truck inside an attached garage.

Prevent Winter Home Fires – Home fires are more prevalent in the winter months than any other season. Cooking is the leading cause of winter residential fires, while other causes include space heaters, fireplaces and candles.



nothing like chili on a cold day

By: Sarah Cerovski (Engineering) & Matt Armand (Main Office)



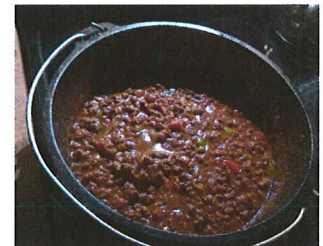
What do Mario Batali, Rachel Ray, Michael Symon, Giada De Laurentis, and Josh Hattox all have in common? That's right—they're all chefs who prepare culinary masterpieces of truly epic proportions. You never thought that our very own Josh Hattox was a chef, did you? Well, truth be told, he is more than just our Information Systems Operator. Hailing from a long line of chefs, Hattox is known for his award-

winning chili. "My father-in-law deserves the credit. He shared his secret recipe with me—I just added my own twist to it," says Hattox.

Born in Little Rock, Arkansas, Josh lived in New Orleans and Lafayette, Louisiana. Other than chili, Hattox's specialties include gumbo, jambalaya and barbecue shrimp. He cooks on a daily basis, and masterfully blends spices and ingredients

to create an experience to mesmerize the pallet.

Bon Appétit...



- 1.5 lbs of ground beef (Reiders ground in big chunks)
- 2 cloves of garlic chopped
- 6 Tbs of good quality chili powder
- 3 Tbs garlic powder
- 1 medium onion chopped
- 1 green bell pepper
- 1 hot pepper (your choice)
- 1 can of chipotle peppers in adobo sauce
- 28 oz. can of crushed or diced tomatoes

Place a cast iron dutch oven on your stove top (if you do not have a cast iron dutch oven, then your favorite soup pot will do). Turn the heat on medium and start browning the beef, breaking it up as it cooks. Once the meat has browned through, remove and drain it. Then put it back in the pot and add the garlic powder and chili powder. Cook until the meat looks dry (it will have a distinct red color). Then remove and set aside. Next add the garlic, onion, bell pepper and hot pepper to the pot. Cook for 3-5 minutes until the vegetables are tender. After that, add the chipotle peppers, adobo sauce and tomatoes with their juice to the vegetables, heat through. Place the cooked ground meat back to the pot. Allow to simmer for 1.5 hours. Test for seasonings periodically.

lcdu rules & regulations update

By: Sarah Cerovski, Engineering Office

Every year the Lake County Department of Utilities' Rules and Regulations are reviewed by a committee to ensure our water, wastewater and solid waste assets are being constructed to our standards, and to protect the general public. During the 2013 review, the committee decided to no longer approve gravity sanitary sewer service to basement floor drains and/or other basement sanitary facilities, effective January 1, 2015. Permits issued after January 1, 2015 shall have a sanitary sewer connection with a maximum of five feet below grade at the house. Also, no gravity sanitary sewer drains shall be allowed below the rim of the nearest up stream public sanitary manhole. Gravity basement service shall not be approved if the basement floor is below the upstream sanitary manhole rim elevation. The reason for this addition to the Rules and Regulations is to safeguard residents and businesses from experiencing water in basements. A sanitary sewer system filled to capacity due to inflow from surface water will back up or spill out through the lowest available opening. Often this is a basement floor drain or other plumbing drain located in the lowest level of a building. Overhead plumbing raises the lowest opening in a building or structure above the

level of the street thus preventing a backup. Other advantages of "overhead" or "high wall" plumbing includes: sanitary laterals can be installed shallower thus less expensive; water from foundation drains cannot enter the sanitary sewer; ground water is less likely to enter through any cracked pipes or open joints with shallower sanitary sewer service connections. This new addition to the Rules and Regulations can be found in Section 3, Sanitary Sewer Connection 3.10 on the Lake County Department of Utilities website.

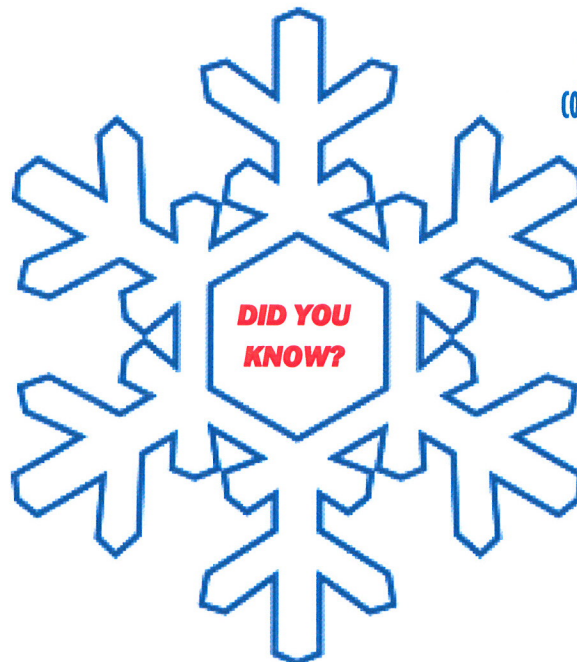


LCDU MAINTAINS APPROXIMATELY 550 MILES OF WATERLINE

LCDU TREATS ROUGHLY 15,000,000 GALLONS OF WATER PER DAY

roughly 800 tons per day are collected at the Lake County Solid Waste Facility

LCDU charges \$0.82 per day to treat residential wastewater; McDonald's charges \$0.90 for a small premium roast coffee



LCDU services 41,254 water customers and 39,546 sewer customers—this equates to 323,200 quarterly bills generated annually

LCDU maintains roughly 800 miles of sanitary sewer main

meet our new LCDU employees

By: Cindy Leonello, Main Office



Joe Bruno

Operator Trainee, Bacon Rd. Facility

Hired: October 6, 2014

About: Joe has lived in Mentor his entire life. His hobbies include spending time with his 9-month old son, hunting, fishing, and enjoying the outdoors. He previously worked for a local winery.



George Finney

Operator Trainee, Bacon Rd. Facility

Hired: September 22, 2014

About: Originally from South Carolina, George has lived in Lake County for 2 years. His hobbies include fixing up cars and playing sports. He enjoys a variety of music, and his favorite TV show is "Scandal."



Corrine Spetrino

Account Clerk, Customer Service / Billing

Hired: October 6, 2014

About: Corrine has been a Lake County resident her entire life. Her hobbies include watching Cleveland sports, hanging out with friends, and hunting. Her favorite music groups are Motley Crue and Lynyrd Skynyrd. Corrine's favorite TV show is "Sons of Anarchy"



Welcome to our TEAM

anniversaries

By: Cindy Leonello, Main Office

1 YEAR

Sarah Cerovski, 9/23/13
Gary Fedak, 9/23/13
Tim Gourley, 9/23/13
Patricia Graham, 11/4/13
Mark Burchett, 12/2/13
Bill Joyce, 12/2/13
Donald Chapman, 12/16/13
William Frank, 12/16/13

5 YEAR

Debbie Roberts, 11/23/09
Nate Zuege, 11/30/09

10 YEAR

Michele Mallory, 9/7/04

15 YEAR

Missy Weiss, 10/25/99
Bob Bradac, 9/13/99
James Adams, 10/25/99
Michael Hozian, 12/1/99

20 YEAR

Rosco Snoeberger, 9/26/94
John Hegfield, 10/3/94

comments or suggestions regarding the newsletter or website?

*Please contact: Matt Armand
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Brought to you by The Lake County Department of Utilities Newsletter Committee



Standing from left to right: Steve Klemm, Matt Armand, Kara Linsenmeier
Seated from left to right: Nancy Hamblin, Cindy Leonello, Sarah Cerovski



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